

Responding to APS Cases Involving Adults Experiencing Homelessness



Join us for the **second** workshop in the series: "Effectively Working APS Cases for Persons Experiencing Homelessness" designed to provide APS professionals with knowledge to build empathy and gain a better understanding of what many individuals who are homeless experience in order to work more effectively with this population.

The goal of this workshop is to build on the foundational concepts in Workshop #1 and provide opportunities to broaden APS professionals' skills when working with people who are experiencing homelessness. These cases are often complex and this workshop allows participants to understand more about this complexity and see the intense reality they may endure when out in the field. Working through expected challenges in training, moves APS professionals towards confidence and critical thinking with these cases in their day-to-day work. Throughout this workshop, participants will take best practices from the field of Homelessness Outreach, tailor and apply them to the purpose of Adult Protective Services.

Learning Objectives

After completion of this training, participants will be able to:

- Summarize the unique traits, challenges and needs experienced by people who are at risk of or are experiencing homelessness
- Identify effective methods and plan for challenges when conducting outreach and engagement
- Apply practical techniques when completing the initial assessment with individuals experiencing homelessness
- Develop their own personal plan to encourage self-care and build resiliency as an APS professional

Course Requirements

It is recommended that participants have some experience interviewing clients.

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VIRTUAL EVENT

This course will be conducted remotely through **Zoom** and will be offered twice on the following dates and times:

Date: April 20, 2022
Time: 8:30 am - 12:00 pm

Date: April 27, 2022
Time: 8:30 am - 12:00 pm



REGISTRATION

The registration due date for this training is **April 4th, 2022.**

**Zoom link will be sent with registration confirmation*



AUDIENCE

This training series is intended for new and experienced APS Investigators and Line Staff while APS Intake, Supervisors, and Managers and Directors are welcome to attend.

It is highly encouraged to have attended Workshop #1 prior to attending this workshop.

Meet the Trainer

Rachael Ferraiolo, LCSW

Rachael has her Master's Degree in Social Welfare from the University of California Los Angeles and is a Licensed Clinical Social Worker. Rachael has over twelve years of experience providing clinical services, eleven of which have been within the Health Care Agency's Behavioral Health Services (HCA BHS) division. Rachael began her career as a clinician for the BHS Outreach and Engagement Team where she provided intensive, wrap around services to the homeless and other underserved populations such as incarcerated adults and individuals living with HIV. She has over ten years of experience delivering crisis services in a medical emergency department and provides clinical supervision to unlicensed clinicians. In 2019, Rachael accepted the position as Service Chief I for the BHS Disaster Response program, where she currently provides crisis response services to Health Care Agency employees, contract providers, clients and community members. She also facilitates several trainings including a presentation focused on the mental health impact of COVID-19. Most recently, Rachael served as the BHS representative at the Emergency Operations Center and for the Incident Management Team to assist with COVID-19 operations for the County of Orange.

Virtual Training Protocol

- Download or update the most recent version of [Zoom](#)
- Use a headset, microphone, and camera when possible
- Use "Computer Audio" for optimal experience
- Consider logging in 10 minutes early to troubleshoot tech challenges
- Limit distractions, prepare your workspace, find comfortable seating

Continuing Education

This course meets the qualifications for continuing education credits for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Science for a total of 3 continuing credits. The Academy is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs, Provider #91928. The Academy is approved by the California Board of Registered Nursing, Provider # BRN CEP15014. The Academy maintains responsibility for this program and its content. Certificates will be available for download 5-7 business days after course completion. **There is no cost for CEs.** Click here for information on how to [obtain CE Certificates](#).



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